



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**PaeTec Communications, Inc.**  
**for quarter ending March 31, 2009**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.05	0.05	0.05	0.05
B. Operator Answer Time - Information [730.510(a)(1)]	0.01	0.01	0.01	0.01
C. Repair Office Answer Time [730.510(b)(1)]	2.20	2.28	2.52	2.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.46	0.38	0.56	0.47
E. Percent of Service Installations [730.540(a)]	90.00%	90.00%	90.00%	90.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	67.09% *	70.67% *	72.06% *	69.94% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.99	3.66	4.34	3.66
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Not all info is for the state of IL. Performance Data: A&B) Only op times avail.  
comp tickets

C&D) Whole comp. info E) Reg # F) all

G) IL data only Columns with 0 mean PAETEC was unable to obtain info



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